

Fusion5 Local Government Accelerator




A flexible data model, adaptable to each Council's needs.

Local Government is a unique sector. Councils face challenges that set them apart from commercial service organisations.






Councils are expected to be “customer-centric” while providing “location-centric” services. Customers and residents expect high levels of responsiveness. Information must support services to different stakeholders while still providing insights. Modern systems are needed to help Councils better communication with customers, built on data models that are specifically designed for Local Government services.

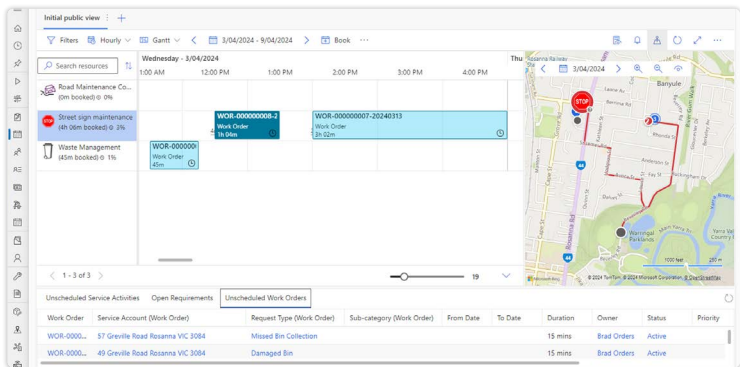
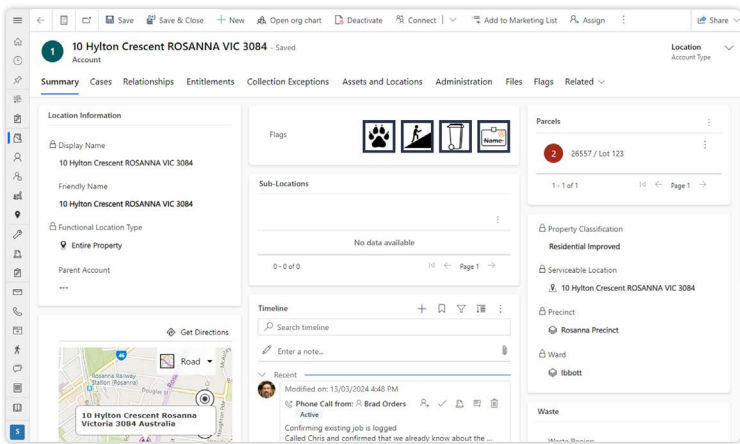
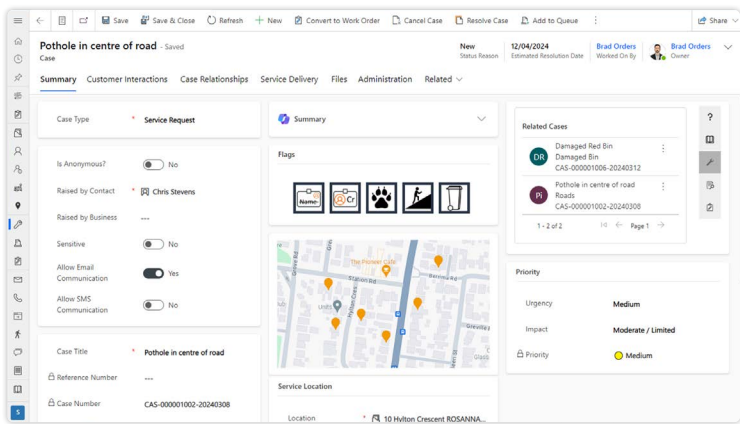
Fusion5 have been working with Microsoft to meet these Local Government needs.

We have considered the need for systems that:





-  Recognise that every Council is different, and that no Council should have to change their processes to match a technology.
-  Understand that Councils often face common challenges, and that a winning approach to Council in the past can provide great benefits for other Councils.
-  Acknowledge that Councils have existing systems that must be respected, while still allowing new technologies to provide levels of service and insights that are not currently possible.

The result is a solution built on Microsoft's Power Platform, providing a solid foundation of functionality:

-  A flexible data model that can be adapted to each Council's needs.
-  A range of features specifically designed for Customer Service.
-  Field Service functionality to help schedule Service Officers in the field.
-  A strong automation platform to ease the challenge of workflow automation and integration with core Council systems.
-  AI assistance through Copilot, to better inform Customer Support Officers and help draft replies.



Fusion5 have built their Local Government Accelerator on this foundation. It provides:

-  A strong data model wholly designed for the Local Government sector.
-  Functionality that focusses on customer satisfaction alongside features that focus on service delivery. The result is the ability to manage both customer satisfaction and service delivery.
-  Visual flags to highlight areas of concern for locations, people and organisations.
-  Map-based detection of existing service requests, to identify duplicate reporting of issues at the point of reporting.

From this strong core functionality, Fusion5 works with Councils to identify their unique processes and requirements. The Accelerator is then extended to ensure that the solution is right for each Council.

Fusion5 provides business solutions and services that support you and your business in making potential reality. Working with global technology leaders such as Microsoft, Oracle, IBM, and Workday, we partner with our customers to help increase operational efficiency, create people-centric cultures, strengthen customer relationships, and plan better for the future. By modernising and optimising the tools, systems, and processes your company uses, we can help you thrive. When we work with you, we don't recommend technology for technology's sake. What drives us is delivering outcomes that genuinely improve your

business. Our business experience and insights from multiple industry sectors, advanced understanding of the solutions we offer, together with innovative technology that can be wrapped around them, means we can offer 'fit for you' solutions that deliver tangible results for your business. We realise adopting new technology is not just a one-off activity — it requires change management, support, and continuous improvement to ensure your digital journey evolves with your business. We're here to partner with you through all aspects of the journey.

#makingpotentialreality